

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 3, 2017/2018

### BMO2034 – MANAGING ORGANISATIONAL BEHAVIOUR (All sections / Groups)

1 JUNE 2018  
9.00AM – 11.00AM  
(2 hours)

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#### INSTRUCTIONS TO STUDENT

1. This question paper consists of **TWO (2)** pages with **FIVE (5)** questions only.
2. Attempt **FOUR (4)** out of **FIVE (5)** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

**ANSWER ONLY FOUR (4) QUESTIONS****QUESTION 1**

- a. Explain the **FOUR (4)** critical factors that influence an individual behaviour and performance. Illustrate your answer using MARS Model. (15 marks)
- b. Discuss **THREE (3)** ways an organisation can implement in supporting ethical behaviour. (10 marks)
- [Total: 25 marks]

**QUESTION 2**

- a. Catherine and Justin just graduated from Multimedia University with the same bachelor degree in Banking and Finance. Both of them are first class holder and have no prior working experience. Within a month, both of them get hired by the Public Bank for the same position. Public bank offered Catherine a basic salary of RM3000; as for Justin, he was offered with RM3300. If you were Catherine, explain **FIVE (5)** ways in order to correct the under-reward inequity. (10 marks)
- b. Some leaders such as Richard Branson and Gail Kelly are especially gifted in conveying an appealing vision of their company's future. These leaders made good decision by being an agent of change.
- (i) Briefly explain transformational leadership. (3 marks)
- (ii) Explain the **FOUR (4)** elements of transformational leadership. (12 marks)
- [Total: 25 marks]

**QUESTION 3**

The organisational and team environment represents all conditions beyond the team's boundaries that influence its effectiveness. The environment is typically viewed as a resource pool that either support or inhibits the team's ability to function and achieve its objectives. Briefly discuss **FIVE (5)** characteristics of organizational and team environment that will lead to the team effectiveness.

(25 marks)  
[Total: 25 marks]

**Continued**

**QUESTION 4**

Six new executives were recently recruited by International Mountain Manufacturing Sdn. Bhd. On the first day of reporting for duty, these executives are split into three groups of two.

Two groups are reporting to the Production Manager, Mohd Ali. Ali names one group as Eagle and the other, Tiger. He strongly believes that the Eagle group will perform better than the Tiger group. No doubt, three months later Ali's prediction was proven to be accurate. The remaining two executives are assigned to the Accounting Department. One executive is reporting to the tax unit and the other to the auditing unit. Swee Leng, the assistant manager thinks that the new tax executive will not remain long in the unit because she is young.

- a. Classify the type of behaviour that describes Ali and Swee Leng. (5 marks)
- b. Based on the classifications, briefly explain Ali and Swee Leng's behaviours. (20 marks)

[Total: 25 marks]

**QUESTION 5**

- a. Briefly explain "biased decision". (5 marks)
- b. Discuss **FOUR (4)** ways decisions can be evaluated effectively. (20 marks)

[Total: 25 marks]

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